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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/691,791	10/18/2000	Keith Shoji Kiyohara	81045.1034	5768

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EXAMINER

SALAD, ABDULLAHI ELM1

ART UNIT	PAPER NUMBER
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2157

DATE MAILED: 05/20/2004

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary

Application No.

09/691,791

Applicant(s)

KIYOHARA, KEITH SHOJI

Examiner

Salad E Abdullahi

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-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --
Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 08 March 2004.
2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-73 is/are pending in the application.
4a) Of the above claim(s) _____ is/are withdrawn from consideration.
5) ☐ Claim(s) _____ is/are allowed.
6) ☒ Claim(s) 1-73 is/are rejected.
7) ☐ Claim(s) _____ is/are objected to.
8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
10) ☒ The drawing(s) filed on 18 October 2000 is/are: a) ☒ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
2. ☐ Certified copies of the priority documents have been received in Application No. _____.
3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- 1) ☒ Notice of References Cited (PTO-892)
2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
3) ☐ Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)
Paper No(s)/Mail Date _____.
4) ☒ Interview Summary (PTO-413)
Paper No(s)/Mail Date 9.
5) ☐ Notice of Informal Patent Application (PTO-152)
6) ☐ Other: _____.

Response to Amendment

1. The amendment filed on 3/8/2204 has been received and made of record.
2. Applicant's arguments with respect to claims 1-73 have been considered but are not persuasive for the following reason.

Applicant alleges, " Sassin does not anticipate, teach or suggest any action with respect to customers". Examiner respectfully disagrees, because Sassin teaches receiving an electronic mail with call-back information from a customer, generating and sending an acknowledgement message to electronic mail to the customer in response to the electronic mail) and obtaining an inquiry or request from a second entity (i.e., agent or representative) for a copy of the electronic mail (see col. 8, lines 54-61).

Claim Rejections - 35 USC § 103

The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

3. Claims 1-73 are rejected under 35 U.S.C. 103(a) as being unpatentable over Sassin et al., U.S. Patent No. 6,449,260 in view of Alumbaugh et al., U. S. Patent No. 6,442,592.

As per claims 1, Sassin et al., discloses a method comprising:

generate a first message (electronic mail) to a call center (see col. 7, line 54-57, and col. 8, lines 54-61, where an electronic mail with call back information is received from a customer, an acknowledgement is send to the customer);

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transmit said first message to said call center (see col. 7, line 54-57 and col. 8, lines 55-61, where an electronic mail with call-back request is received from a customer and acknowledgement is send to the customer);

obtain an inquiry from a user (agent) for a duplicate (i.e. copy) of said first message)(see col. 8, lines 35- 49);

generate said duplicate of said first message in response to said inquiry (see col. 8, lines 35- 49).

Sassin is silent regarding: generating and transmitting the first message to a customer. Alumbaugh discloses a transaction processing for retrieving electronic messages from plurality of accounts where history of transactions or correspondence between a customer and agent are to be maintained and stored including the step of generating and transmitting the first message to a customer (see the abstract and col. 6, lines 51-63). Furthermore, Sassin teaches a system where an electronic mail with call back information is received from a customer, an acknowledgement is generated and transmitted to the customer indicating a message is transmitted from the call center to the customer. Hence one skilled in the art would have readily recognized the receiving request message from a customer and subsequently responding the request message constitutes generating a message to a customer. Therefore, it would have been obvious to one having ordinary skill in the art at the time of the invention to incorporate the teaching of Alumbaugh such as generating and transmitting the first message to a customer into Sassin system such that customer request messages can be responded and handled by an appropriate agents.

In considering claim 2, Sassin et al., discloses a system, wherein the first message is generated in response to a triggering event (service request event), (see col. 7, lines 50-65).

In considering claim 3, Sassin et al., discloses a system, configured to regenerate said duplicate message further comprises:

obtain template data associated with said first message (see col. 7, line 50 to col. 8, line 50);

obtain general information associated with said first message(see col. 7, line 50 to col. 8, line 50);

combine said template data and said user information (see col. 7, line 50 to col. 8, line 50).

In considering claim 4, Sassin et al., discloses a system wherein said general information comprises user specific information (i.e. user identification), (see col. 7, lines 50-65).

In considering claim 5, Sassin et al., discloses a system wherein said general information comprises previously calculated information (previously filtered information), (see col. 7, lines 50-65).

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In considering claim 6, Sassin et al., discloses a system wherein said second user comprises an entity representative (i.e. agent), (see col. 7, lines 50-65).

As per claim 7, Sassin et al., discloses a method comprising:

generate a first message (i.e., electronic mail) to a call center (see col. 7, line 54-57 and col. 8, lines 54-61, where an electronic mail with call back information is received from a customer, an acknowledgement is send to the customer);
transmit said first message to said call center (see col. 7, line 54-57 and col. 8, lines 55-61, where an electronic mail with call back information is received from a customer, an acknowledgement is send to the customer);
obtain an inquiry from a user (agent) for a duplicate (i.e. copy) of said first message)(see col. 8, lines 35- 49);
generate said duplicate of said first message in response to said inquiry (see col. 8, lines 35- 49).

Sassin is silent regarding: generating and transmitting the first message to a customer. Alumbaugh discloses a transaction processing for retrieving electronic messages from plurality of accounts where history of transactions or correspondence between a customer and agent are to be maintained and stored including the step of generating and transmitting the first message to a customer (see the abstract and col. 6, lines 51-63). Furthermore, Sassin teaches a system where an electronic mail with call back information is received from a customer, an acknowledgement is generated and transmitted to the customer indicating a message is transmitted from the call center to

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the customer. Hence one skilled in the art would have readily recognized the receiving request message from a customer and subsequently responding the request message constitutes generating a message to a customer. Therefore, it would have been obvious to one having ordinary skill in the art at the time of the invention to incorporate the teaching of Alumbaugh such as generating and transmitting the first message to a customer into Sassin system such that customer request messages can be responded and handled by an appropriate agents.

In considering claim 8, Sassin et al., discloses a system, wherein the first message (the acknowledgement message) is generated in response to a triggering event (customer service request event), (see col. 7, lines 50-65).

In considering claim 9, Sassin et al., discloses a system, configured to regenerate said duplicate message further comprises:

obtain template data associated with said first message (see col. 7, line 50 to col. 8, line 50);

obtain general information associated with said first message(see col. 7, line 50 to col. 8, line 50);

Combine said template data and said user information (see col. 7, line 50 to col. 8, line 50).

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In considering claim 10, Sassin et al., discloses a system wherein said general information comprises user specific information (i.e. user identification), (see col. 7, lines 50-65).

In considering claim 11, Sassin et al., discloses a system wherein said general information comprises previously calculated information (previously filtered information), (see col. 7, lines 50-65).

In considering claim 12, Sassin et al., discloses a system wherein said second user comprises an entity representative (i.e. agent), (see col. 7, lines 50-65).

As per claim 13, Sassin et al., discloses an apparatus comprising:

generate a first message (i.e., electronic mail) to a call center (see col. 7, line 54-57 and col. 8, lines 54-61, where an electronic mail with call back information is received from a customer, an acknowledgement is send to the customer);

transmit said first message to said call center (see col. 7, line 54-57 and col. 8, lines 54-61, where an electronic mail with call back information is received from a customer, an acknowledgement is send to the customer);

obtain an inquiry from a user (agent) for a duplicate (i.e. copy) of said first message)(see col. 8, lines 35- 49);

generate said duplicate of said first message in response to said inquiry (see col. 8, lines 35- 49).

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Sassin is silent regarding: generating and transmitting the first message to a customer. Alumbaugh discloses a transaction processing for retrieving electronic messages from plurality of accounts where history of transactions or correspondence between a customer and agent are to be maintained and stored including the step of generating and transmitting the first message to a customer (see the abstract and col. 6, lines 51-63). Furthermore, Sassin teaches a system where an electronic mail with call back information is received from a customer, an acknowledgement is generated and transmitted to the customer indicating a message is transmitted from the call center to the customer. Hence one skilled in the art would have readily recognized the receiving request message from a customer and subsequently responding the request message constitutes generating a message to a customer. Therefore, it would have been obvious to one having ordinary skill in the art at the time of the invention to incorporate the teaching of Alumbaugh such as generating and transmitting the first message to a customer into Sassin system such that customer request messages can be responded and handled by an appropriate agents.

In considering claim 14, Sassin et al., discloses a system, wherein the first message (the acknowledgement message) is generated in response to a triggering event (customer service request event), (see col. 7, lines 50-65).

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In considering claim 15, Sassin et al., discloses a system, configured to regenerate said duplicate message further comprises: Obtain template data associated with said first message (see col. 7, line 50 to col. 8, line 50);

obtain general information associated with said first message(see col. 7, line 50 to col. 8, line 50);

combine said template data and said user information (see col. 7, line 50 to col. 8, line 50).

In considering claim 16, Sassin et al., discloses a system wherein said general information comprises user specific information (i.e. user identification), (see col. 7, lines 50-65).

In considering claim 17, Sassin et al., discloses a system wherein said general information comprises previously calculated information (previously filtered information), (see col. 7, lines 50-65).

In considering claim 18, Sassin et al., discloses a system wherein said second user comprises an entity representative (i.e. agent), (see col. 7, lines 50-65).

As per claim 19, Sassin et al., disclose a system for generating a message data comprising:

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obtaining a request from a user (i.e., agent) for a previously transmitted electronic mail message to a customer (see to col. 8, line 35-38);

obtaining template data associated with said electronic mail message (see col. 8, line 39-49);

obtain customer information about said customer (see col. 10, lines 28-32);

obtain previously calculated information associated with said electronic mail message (obtain classification or extracted information) (see col. 7, line 62 to col. 8, line 5);

recreate a new version of said electronic mail message by combining said customer information, said previously calculated information, and said template data (see col. 8, lines 35-49).

Sassin is silent regarding: generating and transmitting the first message to a customer.

Alumbaugh discloses a transaction processing for retrieving electronic messages from plurality of accounts where history of transactions or correspondence between a

customer and agent are to be maintained and stored including the step of generating and transmitting the first message to a customer (see the abstract and col. 6, lines 51-63). Furthermore, Sassin teaches a system where an electronic mail with call back

information is received from a customer, an acknowledgement is generated and

transmitted to the customer indicating a message is transmitted from the call center to the customer. Hence one skilled in the art would have readily recognized the receiving

request message from a customer and subsequently responding the request message

constitutes generating a message to a customer. Therefore, it would have been obvious

to one having ordinary skill in the art at the time of the invention to incorporate the

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teaching of Alumbaugh such as generating and transmitting the first message to a customer into Sassin system such that customer request messages can be responded and handled by an appropriate agents.

In considering claim 20, Sassin et al., disclose a system wherein said template varies depending upon what type of trigger event initiated said request (see col. 10, lines 47-55).

In considering claim 21, Sassin et al., disclose a system wherein said templates comprises information related to a transaction with said customer (see col. 9, line 23-30).

In considering claim 22, Sassin et al., disclose a system wherein said previously transmitted message comprises a message personalized for said user (see col. 7, line 50 to col. 8, line 50).

In considering claim 23, Sassin (at al., disclose a system wherein said new version of said previously transmitted message is sent to said user for display (see col. 7, line 50 to col. 8, line 50).

In considering claim 24, Sassin Eat al., disclose a system wherein said user comprises a customer service representative(see col. 7, line 50 to col. 8, line 50).

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In considering claim 25, Sassin et al., disclose a system wherein said user comprises an end-user (see col. 7, line 50 to col. 8, line 50).

In considering claim 26, Sassin et al., disclose a system wherein said user information is obtained from a historical data file (see col. 7, line 50 to col. 8, line 50).

In considering claim 27, Sassin et al., disclose a system wherein said historical data file comprises information providing a reason for transmitting said previously transmitted message(see col. 7, line 50 to col. 8, line 50).

In considering claim 28, Sassin et al., disclose a system wherein said template data is separable from said historical data file(see col. 7, line 50 to col. 8, line 50).

In considering claim 29, Sassin et al., disclose a system wherein the historical data file comprises transaction information (see col. 7, line 50 to col. 8, line 50).

In considering claim 30, Sassin et al., disclose a system wherein said transaction information comprises data associated with a customer (see col. 7, line 50 to col. 8, line 50).

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As per claim 31 Sassin et al., disclose a system for generating a message data comprising:

obtaining a request from a user(i.e., agent) for a previously transmitted electronic mail message to a customer (see to col. 8, line 35-38);

obtaining template data associated with said electronic mail message (see col. 8, line 39-49);

obtain customer information about said customer (see col. 10, lines 28-32);

obtain previously calculated information associated with said electronic mail message (obtain classification or extracted information) (see col. 7, line 62 to col. 8, line 5);

recreate a new version of said electronic mail message by combining said customer information, said previously calculated information, and said template data (see col. 8, lines 35-49).

Sassin is silent regarding: generating and transmitting the first message to a customer.

Alumbaugh discloses a transaction processing for retrieving electronic messages from plurality of accounts where history of transactions or correspondence between a

customer and agent are to be maintained and stored including the step of generating and transmitting the first message to a customer (see the abstract and col. 6, lines 51-

63). Furthermore, Sassin teaches a system where an electronic mail with call back information is received from a customer, an acknowledgement is generated and

transmitted to the customer indicating a message is transmitted from the call center to the customer. Hence one skilled in the art would have readily recognized the receiving

request message from a customer and subsequently responding the request message

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constitutes generating a message to a customer. Therefore, it would have been obvious to one having ordinary skill in the art at the time of the invention to incorporate the teaching of Alumbaugh such as generating and transmitting the first message to a customer into Sassin system such that customer request messages can be responded and handled by an appropriate agents.

In considering claim 32, Sassin et al., disclose a system wherein said template varies depending upon what type of trigger event initiated said request(see col. 7, line 50 to col. 8, line 50).

In considering claim 33, Sassin et al., disclose a system wherein said templates comprises information related to a transaction with a user (see col. 7, line 50 to col. 8, line 50).

In considering claim 34 Sassin et al., disclose a system wherein said previously transmitted message comprises a message personalized for said user (see col. 7, line 50 to col. 8, line 50).

In considering claim 35, Sassin (at al., disclose a system wherein said new version of said previously transmitted message is sent to said user for display (see col. 7, line 50 to col. 8, line 50).

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In considering claim 36, Sassin et al., disclose a system wherein said user comprises a customer service representative (see col. 7, line 50 to col. 8, line 50).

In considering claim 37, Sassin et al., disclose a system wherein said user comprises an end-user (see col. 7, line 50 to col. 8, line 50).

In considering claim 38, Sassin et al., disclose a system wherein said user information is obtained from a historical data file (see col. 7, line 50 to col. 8, line 50).

In considering claim 39, Sassin et al., disclose a system wherein said historical data file comprises information providing a reason for transmitting said previously transmitted message (see col. 7, line 50 to col. 8, line 50).

In considering claim 40, Sassin et al., disclose a system wherein said template data is separable from said historical data file (see col. 7, line 50 to col. 8, line 50).

In considering claim 41, Sassin et al., disclose a system wherein the historical data file comprises transaction information (see col. 7, line 50 to col. 8, line 50).

In considering claim 42, Sassin et al., disclose a system wherein said transaction information comprises data associated with a customer (see col. 7, line 50 to col. 8, line 50).

As per claim 43, Sassin et al., disclose a system for generating a message data comprising:

obtaining a request from a user (i.e., agent) for a previously transmitted electronic mail message to a customer (see to col. 8, line 35-38);

obtaining template data associated with said electronic mail message (see col. 8, line 39-49);

obtain customer information about said customer (see col. 10, lines 28-32);

obtain previously calculated information associated with said electronic mail message (obtain classification or extracted information) (see col. 7, line 62 to col. 8, line 5);

recreate a new version of said electronic mail message by combining said customer information, said previously calculated information, and said template data (see col. 8, lines 35-49).

Sassin is silent regarding: generating and transmitting the first message to a customer.

Alumbaugh discloses a transaction processing for retrieving electronic messages from plurality of accounts where history of transactions or correspondence between a customer and agent are to be maintained and stored including the step of generating and transmitting the first message to a customer (see the abstract and col. 6, lines 51-63). Furthermore, Sassin teaches a system where an electronic mail with call back information is received from a customer, an acknowledgement is generated and transmitted to the customer indicating a message is transmitted from the call center to the customer. Hence one skilled in the art would have readily recognized the receiving

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request message from a customer and subsequently responding the request message constitutes generating a message to a customer. Therefore, it would have been obvious to one having ordinary skill in the art at the time of the invention to incorporate the teaching of Alumbaugh such as generating and transmitting the first message to a customer into Sassin system such that customer request messages can be responded and handled by an appropriate agents.

In considering claim 44, Sassin et al., disclose a system wherein said template varies depending upon what type of trigger event initiated said request(see col. 7, line 50 to col. 8, line 50).

In considering claim 45, Sassin et al., disclose a system wherein said templates comprises information related to a transaction with a user (see col. 7, line 50 to col. 8, line 50).

In considering claim 46, Sassin et al., disclose a system wherein said previously transmitted message comprises a message personalized for said user (see col. 7, line 50 to col. 8, line 50).

In considering claim 47, Sassin et al., disclose a system wherein said new version of said previously transmitted message is sent to said user for display (see col. 7, line 50 to col. 8, line 50).

In considering claim 48, Sassin et al., disclose a system wherein said user comprises a customer service representative (see col. 7, line 50 to col. 8, line 50).

In considering claim 49, Sassin et al., disclose a system wherein said user comprises an end-user(see col. 7, line 50 to col. 8, line 50).

In considering claim 50, Sassin et al., disclose a system wherein said user information is obtained from a historical data file (see col. 7, line 50 to col. 8, line 50).

In considering claim 51, Sassin et al., disclose a system wherein said historical data file comprises information providing a reason for transmitting said previously transmitted message (see col. 7, line 50 to col. 8, line 50).

In considering claim 52, Sassin et al., disclose a system wherein said template data is separable from said historical data file (see col. 7, line 50 to col. 8, line 50).

In considering claim 53, Sassin et al., disclose a system wherein the historical data file comprises transaction information (see col. 7, line 50 to col. 8, line 50).

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In considering claim 54, Sassin et al., disclose a system wherein said transaction information comprises data associated with a customer (see col. 7, line 50 to col. 8, line 50).

As to claim 55, Sassin discloses a method for providing electronic mail messages comprising:

in response to a triggering event (in response to receiving customer request), accessing a template from a plurality of templates, each of said plurality of templates comprising standardized information associated with a type of triggering event (see col. 8, lines 31-49);

generating an electronic mail message by populating said template with data from a file associated with a customer (create new electronic mail as reply to the customer inquiry)(see col. 50-53); and

transmitting said electronic mail message to said customer (see col. 8, lines 50-53).

Sassin is silent regarding: generating and transmitting the first message to a customer.

Alumbaugh discloses a transaction processing for retrieving electronic messages from plurality of accounts where history of transactions or correspondence between a

customer and agent are to be maintained and stored including the step of generating and transmitting the first message to a customer (see the abstract and col. 6, lines 51-63).

Furthermore, Sassin teaches a system where an electronic mail with call back information is received from a customer, an acknowledgement is generated and

transmitted to the customer indicating a message is transmitted from the call center to

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the customer. Hence one skilled in the art would have readily recognized the receiving request message from a customer and subsequently responding the request message constitutes generating a message to a customer. Therefore, it would have been obvious to one having ordinary skill in the art at the time of the invention to incorporate the teaching of Alumbaugh such as generating and transmitting the first message to a customer into Sassin system such that customer request messages can be responded and handled by an appropriate agents.

As to claim 56, Sassin discloses the method of claim 55, further comprising storing a reference (identification number) to said template (see col. 8, lines 26-49).

As to claim 57, Sassin discloses the method of claim 56, further comprising:
receiving a request for prior correspondence with said customer (receiving electronic mail from a customer) (see col. 7, lines 50—56);
retrieving said reference (retrieving identification number)(see col. 8, lines 41-49);
obtaining said template based on said reference (see col. 8, lines 35-49) ; and
regenerating said electronic mail message by populating said template with said data from said file (see col. 8, lines 50-53).

As to 58, Sassin discloses the method of claim 57 wherein said request is received from an entity representative (agent), said method further comprising displaying said electronic mail message to said entity representative (see col. 8, lines 45-49).

As to claim 59, Sassin discloses the method of claim 58, wherein said file further comprises note information from a prior communication with said customer, said method further comprising:

obtaining a notes template (i.e., predefined template that contain information)(see col. 8, lines 38-41);

populating said notes template with said note information (see col. 8, lines 38-49); and displaying to said entity representative said notes template comprising said note information (see col. 8, lines 38-49).

As to claim 60, Sassin discloses the method of claim 58, wherein said file further comprises audio data of a prior communication with said customer, said method further comprising:

obtaining an audio template (see col. 3, lines 44-67 and col. 4, lines 34-51);

associating said audio data with said audio template (see col. 8, lines 38-49);

displaying to said entity representative said audio template, said audio template configured to provide play back of said audio data (see col. 8, lines 50-53).

As to claim 61, Sassin discloses the method of claim 57, further comprising transmitting the regenerated electronic mail message to said customer(see col. 8, lines 50-53).

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As to claim 62, Sassin discloses the method of claim 55, further comprising storing calculated data from said electronic mail message in said file (see col. 7, lines 60-66).

As to claim 63, Sassin discloses the method of claim 55, wherein said data comprises a record in a database (see col. 7, lines 60-66).

As per claims 64-73, because the claims recite limitations analogous to those limitations in claims 1-63, in such claims 64-73 are rejected same rational as claims 1-63.

Conclusion

4. The prior art made of record and not relied upon is considered pertinent to applicant's disclosure.

5. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Salad E Abdullahi whose telephone number is 703-308-8441. The examiner can normally be reached on 8:30 - 5:00. If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Ario Etienne can be reached on 703-305-4792. The fax phone number for the organization where this application or proceeding is assigned is 703-872-9306.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For

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more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

Any response to this action should mailed to:

Box AF

Commissioner of Patents and Trademarks

Washington, DC 20231

or faxed to: (703)-872-9306.



Abdullahi Salad
Examiner AU 2157
5/12/2004